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ABSTRACT

In spring 1984, a three-part withdrawal study was conducted at Glendale (Arizona) Community College (GCC) to investigate reasons for course withdrawal, and official and unofficial college withdrawal. Study findings, based on responses from 138 students who withdrew from courses, 282 students who officially withdrew from GCC, and 9 students who left courses without officially withdrawing, included the following: (1) the major reasons given by males for withdrawing from courses were conflicting job hours, course loads that were too heavy, and grade problems, while the two major reasons given by females were dissatisfaction with instruction and conflicting job hours, followed by course loads that were too heavy and personal/family reasons; (2) over 94% of the students who withdrew from courses felt that consulting with a counselor would not have been beneficial with respect to their decision to withdraw; (3) for both males and females, the major reason for withdrawing from GCC were conflicting job hours; (4) 70% of the males and 67% of the females who withdrew from GCC planned to return the following fall; (5) 90% of the withdrawing males and 75% of the females were employed; (6) 40% of the withdrawing males and 47% of the females had used counseling services; and (7) the major reasons given by students who stopped attending classes without withdrawing were dissatisfaction with instruction, conflicting job hours, and dissatisfaction with course content. (AYC)

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2 RESEARCH REPORT

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Student Withdrawal Survey

JC 870 119

GLENDALE COMMUNITY COLLEGE
6000 W. Olive Ave. • Glendale, AZ 85302 • 934-2211

Project Follow-up Report
No. 1A

Student Withdrawal Survey
Course Withdrawal

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Dr. Jim Reed, Project Consultant and Analyst

August 1, 1985

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NOTE TO THE READER

Although the title indicates Report 2, Student Withdrawal Survey: Course Withdrawal, two additional sub-survey's have been included which are: the College Withdrawal and the Walk-off surveys.

Introduction

Due to the late start of this project in the spring of 1984, only a limited number of Course Withdrawal Cards were distributed. However, the information obtained is useful because it does, in fact, give an indication of the major reasons persons were withdrawing from courses. This report is useful only when compared with subsequent surveys. It is suggested that future surveys be conducted to gauge the reliability of the responses found here.

Findings

1. Sex. The majority of respondents were male, with 43.48 percent female.

2. Male reasons for withdrawal. The majority of students indicated that they withdrew because of: conflicting job hours, too heavy course load, and grade problems.

3. Female reasons for withdrawal. The top two reasons indicated were dissatisfaction with instruction and conflicting job hours, followed by too heavy course load, then other personal/family reasons.

4. Male evaluation of counselor usefulness. The overwhelming majority, 94.64% indicated that consulting with a counselor would not have been beneficial to their decision to withdraw.

5. Female evaluation of counselor usefulness. As in the male responses, 94.83% of the females indicated that consulting would not have been beneficial to them.

Conclusions

The major reason(s) for withdrawing are personal and the student's estimation is that consulting with a counselor would not have changed his/her mind about the decision to withdraw from a course.

Table 1
Sex

Sex	Number	Percent
Male	78	56.52
Female	60	43.48
Total	138	100%

Table 2
Males
Reason for Withdrawal

Reason	Number	Percent
Attendance problems	12	12.90
Grade problems	16	17.20
Dissatisfied with instruction	7	7.53
Found job in occupation related to course(s) completed at this college		
Transportation problems	1	1.08
Conflicting job hours	23	24.73
Dissatisfied with course content	5	5.38
Too heavy course load	18	19.35
Personal/family illness or injury	3	3.23
Other personal/family reasons	5	5.38
Other	3	3.23
TOTAL	93	100%

Table 3
Female
Reasons for Withdrawal

Reason	Number	Percent
Attendance problems	9	4.71
Grade problems	8	9.41
Dissatisfied with instruction	14	16.47
Found job in occupation related to course(s) completed at this college		
Transportation problems	1	1.18
Conflicting job hours	14	16.47
Dissatisfied with course(s) content	6	7.06
Too heavy course load	13	15.29
Personal/family illness or injury	6	7.06
Other personal/family reasons	11	12.94
Other	8	9.41
TOTAL	85	100%

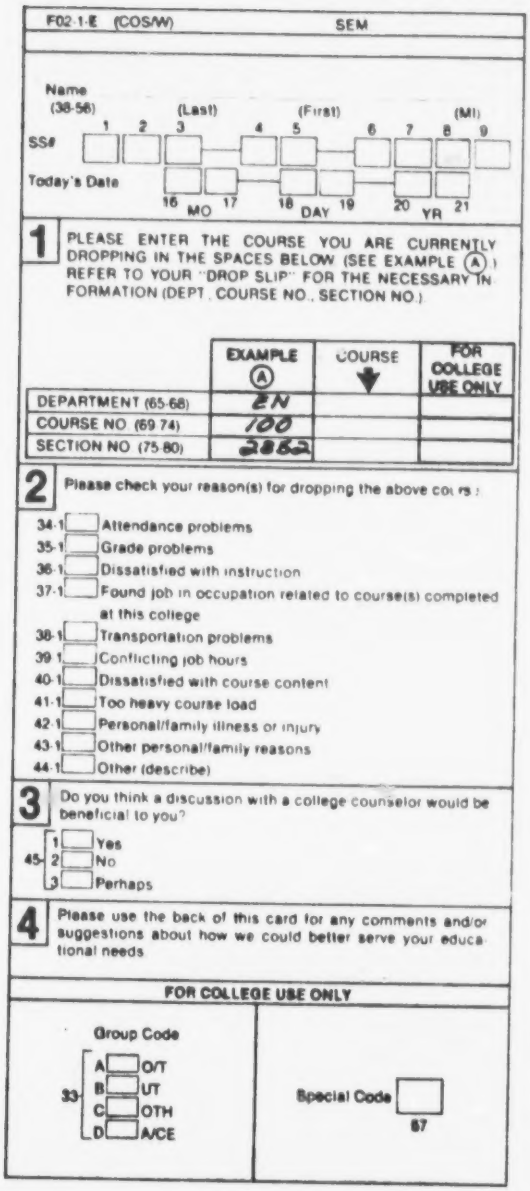
Table 4
Male
Evaluation of Counselor
Usefulness

Evaluation	Number	Percent
Yes	5	5.36
No	53	94.64
TOTAL	58	100%

Table 5
Female
Evaluation of Counselor
Usefulness

Evaluation	Number	Percent
Yes	3	5.17
No	55	94.83
TOTAL	58	100%

Appendix
Computer Card



F02-1-E (COS/W) SEM

Name (38-58) (Last) (First) (MI)

SS# 1 2 3 4 5 6 7 8 9

Today's Date 16 MO 17 18 DAY 19 20 YR 21

1 PLEASE ENTER THE COURSE YOU ARE CURRENTLY DROPPING IN THE SPACES BELOW (SEE EXAMPLE (A)) REFER TO YOUR "DROP SLIP" FOR THE NECESSARY IN FORMATION (DEPT., COURSE NO., SECTION NO.)

	EXAMPLE (A)	COURSE ↓	FOR COLLEGE USE ONLY
DEPARTMENT (65-68)	EN		
COURSE NO. (69-74)	100		
SECTION NO. (75-80)	2862		

2 Please check your reason(s) for dropping the above courses:

34-1 ☐ Attendance problems
35-1 ☐ Grade problems
36-1 ☐ Dissatisfied with instruction
37-1 ☐ Found job in occupation related to course(s) completed at this college
38-1 ☐ Transportation problems
39-1 ☐ Conflicting job hours
40-1 ☐ Dissatisfied with course content
41-1 ☐ Too heavy course load
42-1 ☐ Personal/family illness or injury
43-1 ☐ Other personal/family reasons
44-1 ☐ Other (describe)

3 Do you think a discussion with a college counselor would be beneficial to you?

45- 1 ☐ Yes
2 ☐ No
3 ☐ Perhaps

4 Please use the back of this card for any comments and/or suggestions about how we could better serve your educational needs

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Group Code 33-
A ☐ O/T
B ☐ UT
C ☐ OTH
D ☐ A/CE

Special Code ☐ 87

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Project Follow-up Report
No. 1B

Student Withdrawal Survey
College Withdrawal

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Dr. Jim Reed, Project Consultant and Analyst

August 1, 1985

Glendale Community College
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Introduction

This survey is part of a three-part withdrawal survey. The other two parts look at Course Withdrawal and Student Walkoffs. This component asked questions about why students withdraw from college. This survey probably gives the best data of the three withdrawal surveys for the spring, 1984, student body because of the larger number of respondents. However, from a research perspective, College as well as Course Withdrawal together with the Student Walkoff component are important to review in order to evaluate why students withdraw.

Findings

1. Sex. There were 63% female and 37% male respondents to this questionnaire.

2. Male reasons for withdrawal. The major reasons indicated here were conflicting job hours, followed by change of residence, attendance problems, then personal/family illness or injury situations.

3. Female reasons for withdrawal. The major reasons indicated were conflicting job hours, followed by personal/family reasons, then personal/family illness or injury; and subsequent reasons were dissatisfaction with instruction and attendance problems.

4. Male future college enrollment plans. The results indicate that the overwhelming majority of males or almost 70% indicated that they were planning to return in the Fall.

5. Female future college enrollment plans. As in the male situation, the overwhelming majority, or 67% of the females, indicated that they were planning to return in the Fall.

6. Male employment status. The majority, or almost 90% indicated that they were employed 40 hours and over; the next largest group indicated that they were employed from 31 to 40 hours a week.

7. Female employment status. As in the males, the majority, almost 75% were employed; a little over 40% were employed from 31 to 40 hours and about the same percent were employed 40 hours or more.

8. Male use of support services. The respondents were asked to indicate whether they had used any support services and a little over 40% indicated that they had used Counseling, followed by Financial Aids, Veterans' Services and Job Placement.

9. Female use of support services. As in the males, about 47% indicated that they had used Counseling, followed by Financial Aids and Job Placement assistance.

10. Male evaluation of college experience. Respondents were asked to evaluate their experiences with Glendale College. Almost 50% indicated that they were satisfied; 32% were very satisfied, and no one indicated disappointment with their experiences.

11. Female evaluation of college experience. As in the male situation, almost 50% indicated that they were satisfied with their college experience and 36% indicated that they were very satisfied. A very small percentage indicated that they were disappointed or very disappointed.

Conclusions

The majority of the respondents were female. Males indicated conflicting job hours as top reason for withdrawing from courses; while females also indicated conflicting job hours as a reason for withdrawing.

Males as well as females indicated that they would return to college.

Males as well as females were employed 40 hours or more.

Males as well as females responded that a little less than 50% of these had used supportive services.

Males as well as females indicated satisfaction with their college experience. Only an insignificant percent indicated dissatisfaction.

Table 1
Sex

Sex	Number	Percent
Male	108	37
Female	184	63
	282	100%

Table 2
Males
Reason for Withdrawal

Reason	Number	Percent
Attendance problems	12	9.36
Grade problems	6	4.69
Dissatisfied with instruction	3	2.34
Found job in occupation related to course(s) completed at this college	4	3.13
Transportation problems	1	.79
Conflicting job hours	43	33.59
Dissatisfied with content of course(s)	2	1.56
Dissatisfied with college in general	2	1.56
Change of residence	15	11.72
Financial reasons	8	6.25
Personal/family illness or injury	12	9.38
Other personal/family reasons	11	8.59
Other	12	9.38
TOTAL	128	100%

6-45

Table 3
Female
Reasons for Withdrawal

Reason	Number	Percent
Attendance problems	16	6.72
Grade problems	14	5.88
Dissatisfied with instruction	22	9.24
Found job in occupation related to course(s) completed at this college	6	2.52
Transportation problems	4	1.68
Conflicting job hours	57	23.95
Dissatisfied with content of course(s)	7	2.94
Dissatisfied with college in general	2	.84
Change of residence	12	5.04
Financial reasons	8	3.36
Personal/family illness or injury	29	12.18
Other personal/family reasons	40	16.81
Other	21	8.82
TOTAL	238	100%

Table 4
Male
Future College Enrollment Plans

	Plan			When			
	Yes	No	Undecided	Fall	Spring	Summer	Later
No.	75	9	24	53	3	11	9
Percent	69.44	8.33	22.22	49.07	2.78	10.19	8.33

Table 5
Female
Future College Enrollment Plans

	Plan			When			
	Yes	No	Undecided	Fall	Spring	Summer	Later
No.	117	22	36	72	13	15	31
Percent	66.86	12.57	20.57	41.14	7.43	8.57	17.75

Table 6
Male
Employment Status

	Employed		Number of hours		
	Yes	No	Less than 31	31-40	Over 40
No.	82	12	4	23	54
Percent	87	14.63	4.88	28.05	65.85

Table 7
Female
Employment Status

	Employed		Number of Hours		
	Yes	No	Less than 31	31-40	Over 40
No.	142	48	18	60	62
Percent	74.74	33.80	12.68	42.25	43.66

Table 8
Male
Use of Support Services

Service	Number	Percent
Financial Aids	20	18.02
Counseling	47	42.34
Job placement assistance	15	13.51
Health clinic/services		
Tutoring services	9	8.11
Veterans services	28	18.02
Total	111	100%

Table 9
Female
Use of Support Services

Service	Number	Percent
Financial Aids	17	28.33
Counseling	28	46.67
Job Placement Assistance	8	13.33
Health Clinic/Services		
Tutoring Services	6	10.00
Veterans Services	1	1.67
Total	60	100%

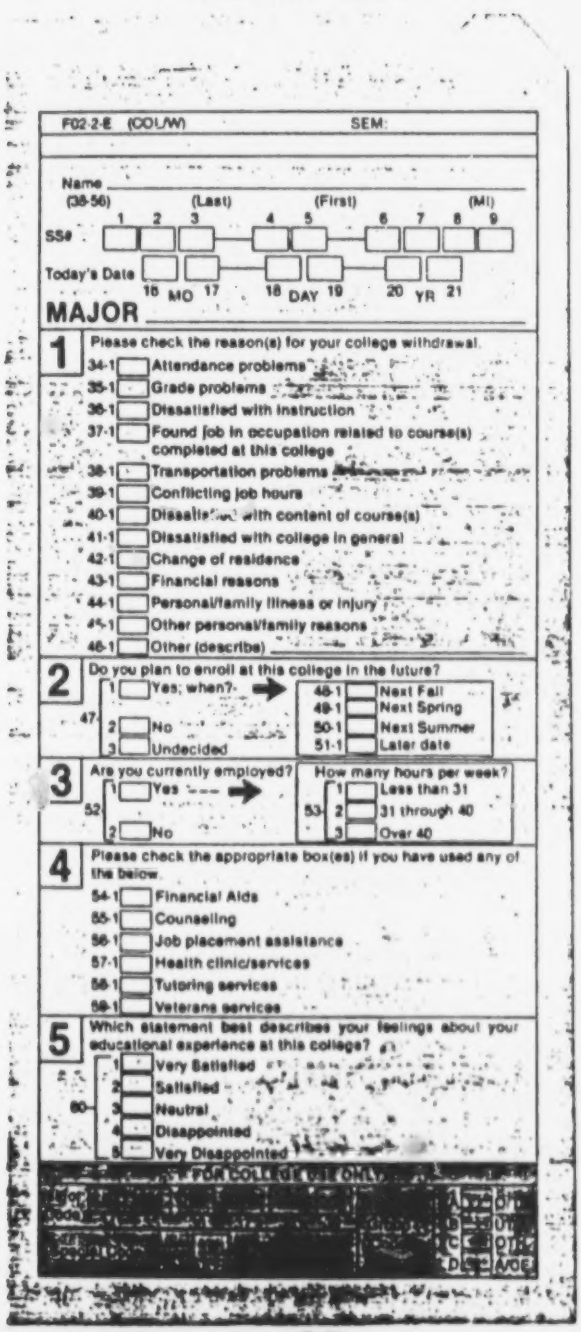
Table 10
Male
Evaluation of College Experience

Evaluation	Number	Percent
Very Satisfied	33	31.73
Satisfied	50	48.08
Neutral	18	17.31
Disappointed	3	2.88
Very disappointed		
Total	104	100%

Table 11
Female
Evaluation of College Experience

Evaluation	Number	Percent
Very Satisfied	61	35.67
Satisfied	81	47.37
Neutral	22	12.87
Disappointed	5	2.92
Very Disappointed	2	1.17
Total	171	100%

Appendix
Computer Card



F02-2-E (COL/W) SEM:

Name (38-56) (Last) (First) (MI)

SS# 1 2 3 4 5 6 7 8 9

Today's Date 16 MO 17 18 DAY 19 20 YR 21

MAJOR

1 Please check the reason(s) for your college withdrawal.

- 34-1 ☐ Attendance problems
- 35-1 ☐ Grade problems
- 36-1 ☐ Dissatisfied with instruction
- 37-1 ☐ Found job in occupation related to course(s) completed at this college
- 38-1 ☐ Transportation problems
- 39-1 ☐ Conflicting job hours
- 40-1 ☐ Dissatisfied with content of course(s)
- 41-1 ☐ Dissatisfied with college in general
- 42-1 ☐ Change of residence
- 43-1 ☐ Financial reasons
- 44-1 ☐ Personal/family illness or injury
- 45-1 ☐ Other personal/family reasons
- 46-1 ☐ Other (describe)

2 Do you plan to enroll at this college in the future?

47
- 1 ☐ Yes; when? →
  - 48-1 ☐ Next Fall
  - 49-1 ☐ Next Spring
  - 50-1 ☐ Next Summer
  - 51-1 ☐ Later date
- 2 ☐ No
- 3 ☐ Undecided

3 Are you currently employed?

52
- 1 ☐ Yes →
  - How many hours per week?
  - 53
    - 1 ☐ Less than 31
    - 2 ☐ 31 through 40
    - 3 ☐ Over 40
- 2 ☐ No

4 Please check the appropriate box(es) if you have used any of the below.

- 54-1 ☐ Financial Aids
- 55-1 ☐ Counseling
- 56-1 ☐ Job placement assistance
- 57-1 ☐ Health clinic/services
- 58-1 ☐ Tutoring services
- 59-1 ☐ Veterans services

5 Which statement best describes your feelings about your educational experience at this college?

60
- 1 ☐ Very Satisfied
- 2 ☐ Satisfied
- 3 ☐ Neutral
- 4 ☐ Disappointed
- 5 ☐ Very Disappointed

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Project Follow-up Report
No. 1C

Student Withdrawal Survey
Walkoff

Dr. J. Joaquin Montemayor, Director
Dr. Majel DOminquez, Project Coordinator
Dr. Jim Reed, Project Consultant and Analyst

August 1, 1985

Glendale Community College
Office of Research and Development
6000 West Olive Avenue
(602) 934-2211 (ext. 327)

6-47

Introduction

The Follow-up Project began late in the fall of 1984 due to the fact that funding was received after the anticipated beginning date. This previous factor, together with problems associated with trying to work with the Office of Admissions and Records, presented some difficulties in trying to identify those students that basically walked off or, more simply stated, disappeared from class or from the college and did not bother to withdraw officially.

This report has a minor number of students. The decision was made to write up the results because the format will be used in future follow-up efforts.

It is expected that the number of walkoffs may be insignificant to those who withdraw from courses or those who withdraw officially from the college. However, this will be determined by comparison with subsequent follow-up studies.

Findings

1. Sex. The majority of the respondents were female--almost 78%.

2. Plans to return to the course. Seventy-one percent indicated that they would not return to the course.

3. Reason for withdrawal. The highest reasons indicated were dissatisfaction with instruction, conflicting job hours, and dissatisfaction with course content.

4. Stopped attending courses. Sixty-three percent indicated that that was the case.

5. Supportive services. Respondents were asked if they had used any supportive services and no one indicated use of supportive services.

6. Future course enrollment plans. Only 33% indicated that they had future course enrollment plans. The majority said that they were undecided, and the rest said no.

7. Employment status. Seventy-five percent were employed; the majority holding jobs that required them to work over 40 hours.

8. Evaluation of college experience. The majority of respondents were neutral, followed by very satisfied, satisfied. 22% were disappointed, and no one indicated very disappointed with their college experience.

Conclusions

Most respondents were female and indicated that they did not plan to return to the course withdrawn from. Various reasons for withdrawal were stated with the highest being dissatisfaction with instruction. Most students had not used support services, did not plan to re-enroll in college, worked full time and were neutral or satisfied with instruction.

Table 1
Sex

Sex Number		Percent
Male	2	22.22
Female	7	77.78
	9	100%

Table 2
Plans to Return to the Course

	Plans		When	
	Yes	No	This Semester	Next Semester
Number	2	5		2
Percent	28.57	71.43		100.00

Table 3
Reason For Withdrawal

Reason	Number	Percent
Attendance problems	1	10
Grade problems		
Dissatisfied with instruction	2	20
Found job occupation related to course(s) completed at this college		
Transportation problems	1	10
Conflicting job hours	2	20
Dissatisfied with course content	2	20
Too heavy course load		
Personal/family illness or injury	1	10
Other personal/family reasons	1	10
Other		
TOTAL	10	100%

6-47

Table 4
Stopped attending courses

Status	Number	Percent
Yes	5	62.50
No	3	37.50
TOTAL	8	100%

Table 5
Supportive Services

Service	Number	Percent
Financial Aids		
Counseling		
Job placement assistance		
Health Clinic/services		
Tutoring services		
Veterans services		
TOTAL	Ø	100%

6-47

Table 6
Future College Enrollment Plans

	Plans			When			
	Yes	No	Undecided	Fall	Spring	Summer	Later
Number	3	2	4	3			
Percent	33.33	22.22	44.44	100%			

Table 7
Employment Status

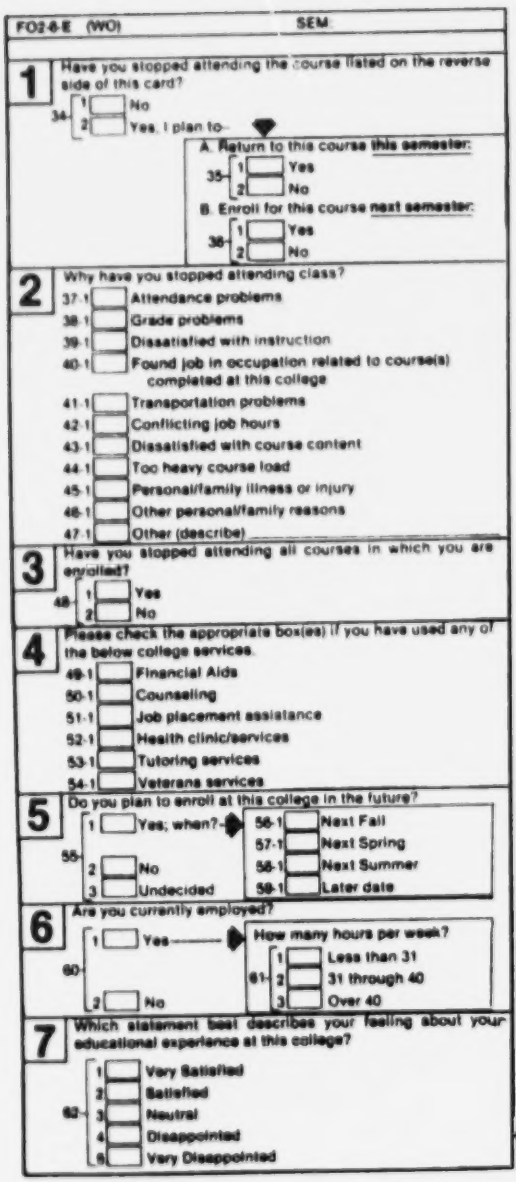
	Plans		How Many Hours		
	Yes	No	Less than 31	31-40	Over 40
Number	6	2	1	1	4
Percent	75	25	16.67	16.67	66.67

Table 8
Evaluation of College Experience

Evaluation	Number	Percent
Very Satisfied	2	22.22
Satisfied	2	22.22
Neutral	3	33.33
Disappointed	2	22.22
Very Disappointed	Ø	Ø
TOTAL	9	100%

6-47

Appendix
Computer Card



FO2-8-E (WO) SEM

1 Have you stopped attending the course listed on the reverse side of this card?

34- 1 ☐ No
2 ☐ Yes, I plan to–

A. Return to this course this semester:
35- 1 ☐ Yes
2 ☐ No

B. Enroll for this course next semester:
36- 1 ☐ Yes
2 ☐ No

2 Why have you stopped attending class?

37-1 ☐ Attendance problems
38-1 ☐ Grade problems
39-1 ☐ Dissatisfied with instruction
40-1 ☐ Found job in occupation related to course(s) completed at this college
41-1 ☐ Transportation problems
42-1 ☐ Conflicting job hours
43-1 ☐ Dissatisfied with course content
44-1 ☐ Too heavy course load
45-1 ☐ Personal/family illness or injury
46-1 ☐ Other personal/family reasons
47-1 ☐ Other (describe) _____

3 Have you stopped attending all courses in which you are enrolled?

48- 1 ☐ Yes
2 ☐ No

4 Please check the appropriate box(es) if you have used any of the below college services.

49-1 ☐ Financial Aids
50-1 ☐ Counseling
51-1 ☐ Job placement assistance
52-1 ☐ Health clinic/services
53-1 ☐ Tutoring services
54-1 ☐ Veterans services

5 Do you plan to enroll at this college in the future?

55- 1 ☐ Yes; when?–
56-1 ☐ Next Fall
57-1 ☐ Next Spring
58-1 ☐ Next Summer
59-1 ☐ Later date
2 ☐ No
3 ☐ Undecided

6 Are you currently employed?

60- 1 ☐ Yes–
How many hours per week?
61- 1 ☐ Less than 31
2 ☐ 31 through 40
3 ☐ Over 40
2 ☐ No

7 Which statement best describes your feeling about your educational experience at this college?

62- 1 ☐ Very Satisfied
2 ☐ Satisfied
3 ☐ Neutral
4 ☐ Disappointed
5 ☐ Very Disappointed

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